



**Royal Star  
& Garter**

Care with courage



# Day Care Coordinator - High Wycombe

Candidate information pack





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# Welcome to Royal Star & Garter

Thank you for your interest.

Since I joined this fabulous charity in August 2009, I have been amazed and humbled by the passion and dedication of every member of staff. Our teams in our three Homes are nothing short of exceptional in the care they deliver, while our teams in Central Services provide unrivalled support.

I am looking for someone special to join our Day Care Team. My ideal candidate will be someone with a friendly and positive attitude, who is passionate about providing exceptional care, supporting independence and confident in developing and running activities for the amazing veterans that we support. We are looking for someone who is willing to embrace and promote the Royal Star & Garter model of care and incorporating our values into their day-to-day role.

We strive to live our values in everything we do, and we want the people who join us to do the same. We are committed to investing in our staff – in skills, behaviours and wellbeing. We have a comprehensive training offer for our staff and your continued professional development is important to us. We are looking for people who share our values, people with passion and dedication who want to work as part of a team, and people who want to make a difference to others.

If this is you then I look forward to receiving your application.

Reggie Ballos  
Home Manager

## The role at a glance

Title: Day Care Coordinator  
1 part time & 1 full time position  
available

Location: Royal Star & Garter,  
Hughenden Avenue, High  
Wycombe, Buckinghamshire,  
HP13 5GG

Reports to: Lead Nurse

Hours: 37.5 per week, full time  
30 hours per week, part time

Hourly rate: £14.03

More information:  
[usha.nair@starandgarter.org](mailto:usha.nair@starandgarter.org)



# Job description

## Purpose

- To promote and ensure the delivery of person-centred, high-quality support to Star & Garter Day Care guests visiting the Home for day care services.
- To be vigilant and proactive to ensure that people are treated with respect, dignity and that all individual's rights to privacy, independence and choice are met.

## Key responsibilities

- To establish, maintain and develop relationships with Day Care guests and staff within the Day Care Service
- To work collaboratively with a wide range of colleagues including operations, finance and wellbeing
- To support Day Care guests access the Day Care Service and to ensure a high standard of customer care is provided throughout
- As the Day Care Service develops, to provide personal care and support with activities of daily living
- To complete MIDAS Training – a course to promote the safer operation of minibuses, ensuring the safety of day care guests while using the vehicle
- To support the administration of this service including handling enquiries, sending emails, carrying out assessments and reviews
- Planning events and activities for day care guests and collaborating with the wellbeing team
- Ensuring that data for invoicing is correct, activity planning, care planning, recording, route planning
- Socialise and get involved in all activities with Day Care guests
- Other tasks as asked for by the Day Care Service Lead
- Meet and greet Day Care guests at mealtimes and oversee mealtime experiences and ensure they are supported as appropriate
- Make it a social occasion with conversation to help discover more about them to enhance their well-being and linking this information to social activities
- Liaise with the Lead Nurse and discuss ideas and suggestions for meaningful interaction with Day Care guests.

### General

- To undertake such other duties as may be required and which are consistent with the nature of this post
- At all times, to promote the interests of Royal Star & Garter and ensure that the culture and ethos of Royal Star & Garter is maintained, nurtured and supported
- To ensure within the scope of your role that you promote health and safety and comply with the requirements set out in the Home's Health & Safety Policy and comply with guidelines for moving and handling
- To actively promote the concept of Equality of Opportunity in all day-to-day activities
- To be aware of and comply with the charity's security procedures
- The post requires a high degree of confidentiality. The job holder will be required to meet these exacting standards at all times, whether in or outside work. Failure to comply with this requirement could be regarded as Gross Misconduct
- To promote and deliver the highest standards of care, respect and support to day care guests, residents, colleagues and others.

## To apply

Send your CV and a covering letter (no more than 2 sides) outlining how you meet the person specification and what you will bring to our team to [usha.nair@starandgarter.org](mailto:usha.nair@starandgarter.org)

# Person specification



## Essential behaviours / characteristics

- Is willing to work towards an appropriate competency-based qualification
- Is physically fit and able to safely manoeuvre wheelchairs, trolleys and hoisting equipment
- Has full driving licence, ideally with D1 category (or willingness to undertake this training) with no more than 6 penalty points
- Has a person-centred approach and experience working with older people, either Dementia Care or other care environment
- Ability and willingness to use initiative take a lead role and motivate others
- Works flexibly and as part of a team
- Good written and verbal English language and communication skills
- Customer focused
- Computer and telephone skills
- Brave and able to speak out and challenge/report poor practise
- Commitment to undertake organisational training as required

## Desired experience

- Previous experience in a similar role



## Mandatory requirement

In line with the amendment to the Care Act the successful candidate must be Covid-19 double vaccinated

## Our values



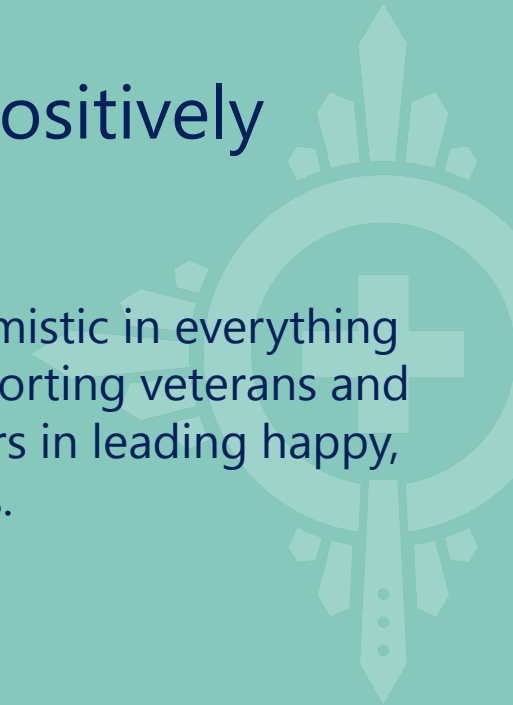
## With love

We carry out our work with love, care and compassion.



## Living positively

We are optimistic in everything we do, supporting veterans and their partners in leading happy, fulfilled lives.




## As a family



We work and live as one team, one family, one community.

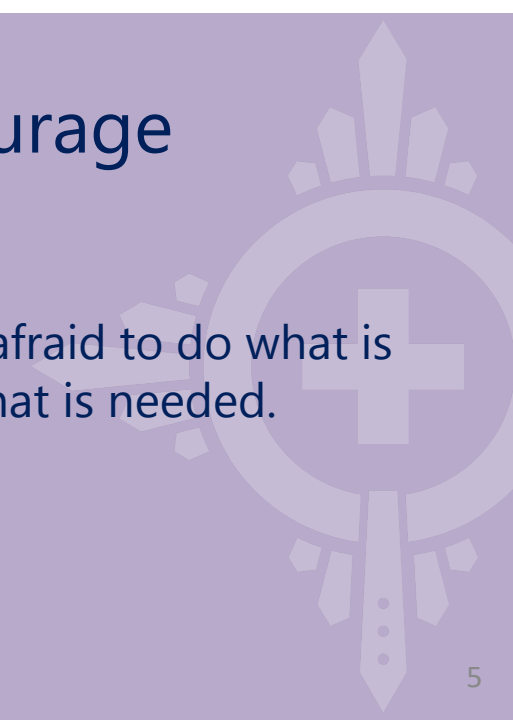
## Standing in their shoes

We show admiration and respect for people and never forget what they have done.



## Take courage

We are not afraid to do what is right and what is needed.



# Offer



## Although we are a charity we offer a generous package

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- Hourly rate £14.03
- 37.5 hours per week – Full Time (3 days a week)
- 30 hours per week – Part time (3 days a week)
- Equivalent of 25 days holiday per annum plus bank holidays (pro-rata for part-time)
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- Two months full occupational sick pay, 1 month half pay before statutory sick pay
- Access to appropriate professional bodies and payment of membership fees after 6 months of employment
- Learning and Development – fully funded opportunities to support you in your role

# About us



## Our mission

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Royal Star & Garter was founded in 1916 to care for the severely injured young men returning from the battlegrounds of the First World War. Today, our mission is to provide an outstanding range of quality care and therapies to veterans and their partners living with disability or dementia.

## Our care

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We provide loving care for veterans and their partners who live with disability or dementia in three state-of-the-art Homes, ensuring they are respected as individuals. We meet their needs in an appropriate, personalised and compassionate way and this is supported by highly skilled and motivated staff. We constantly evolve our services and innovate our care to meet present and future need and this now includes younger veterans, a day care service and plans for an outreach project later this year.

# About us



## Our future

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Today, we run three Homes where we deliver an unparalleled level of specialist nursing care for veterans and their partners, including award-winning dementia care. We are developing our services to provide day care across all three Homes, an outreach service and care for younger veterans.

## Our knowledge

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We have over 100 years' experience in providing pioneering nursing and therapeutic care to veterans living with disability and dementia. We are committed to sharing our knowledge and skills with other organisations to promote better care for all veterans and older people. We partner with health care, military and academic organisations for the benefit of our local communities.

## Sharing our experience

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We are passionate about innovation in our care to improve the lives of veterans and their partners and we are ideally placed to provide training. Our Homes offer military nursing student training and placements to Nursing Associate Trainees as part of an NHS pilot scheme.



# Surbiton

With its stunning foyer and relaxed, spacious lounges, our Surbiton Home offers a warm, friendly welcome. Highly trained staff provide specialist nursing and dementia care in comfortable surroundings, where the focus is always on the individual.



# High Wycombe

Our High Wycombe Home is our newest and has been designed for the comfort and well-being of our residents. Specialist nursing and dementia care is offered in a relaxed, homely environment, where residents can enjoy the many activities, share their day with friends or enjoy time in the spacious lounges and landscaped gardens.



# Solihull

Our Solihull Home offers a warm welcome to residents and their families. The Home is rated 'Outstanding' by the Care Quality Commission in all five areas and staff provide specialist dementia and nursing care tailored to the needs and wishes of each individual. Every aspect of the Home has been designed with our residents' well-being in mind.

